

QUALITY POLICY

In keeping with our new One Company, One Team approach to our business, a strategic plan has been developed to guide an integrated approach to our business over the next three years.

The plan will be delivered by way of the Annual Operating Plan, which is underpinned by individual business unit and program plans. It will ensure that the RCPAQAP effectively defends, then strategically expands, its EQA leadership position through sustainable, profitable growth.

To achieve this, we must:

- Maintain leadership in the domestic market;
- Evaluate new product and new market opportunities;
- Ensure customer and stakeholder satisfaction; and
- Foster a culture that demands excellence; and
- Drive business goals (strategy/plan) using a continuous quality improvement approach and quality objectives.

Our quality objectives include:

- Provision of a high quality proficiency testing service to participants and other external stakeholders based on the principles of continuous quality management;
- Commitment to the development and implementation of the quality management system and to continually monitor and improve its effectiveness;
- Ensuring that all operational policies, procedure and promotional or educational material (including the website) are maintained and in compliance with the relevant accreditation bodies and company quality management system;
- Ensuring the reporting and actions resulting from customer complaints and feedback, non-conformances and audit findings are timely and effective.
- All staff will be adequately trained to ensure awareness of the QMS and management will foster a culture of continuous improvement.

The RCPA Quality Assurance Programs Pty Limited will implement and maintain a Quality Management System based on the ISO/IEC 17043:2010 *Conformity assessment – General requirements for proficiency testing* and ISO 9001:2015 *Quality Management systems Requirements*.

Our Vision

We aim to be the recognised industry leader in quality assurance in Pathology, both nationally and internationally.

Our Mission

Our mission is to provide:

- *Pathologists and scientists with internationally accredited external quality assurance programs*
- *Diagnostic and technical consultative services*
- *Research and educational insights and programs*

- *Quality improvement tools to pathology laboratories across Australia (and throughout the world)*

Our Values

- *Quality and Excellence*
- *Innovation*
- *Professionalism*
- *Collaboration*
- *Customer Service*

A handwritten signature in black ink, appearing to read 'R Chan', with a stylized flourish above the first letter.

Dr Raymond Chan

Chairman

RCPA Quality Assurance Programs Pty Limited